

# Patient Self-Management Framework

Patient self-management encompasses all activities patients perform in order to control their illness, prevent further complications, and cope with the impact of their disease; they establish goals for treatment and monitor their own care in order to achieve better health outcomes. Providers should emphasize patient empowerment, identify patient barriers to self management, and help educate patients by providing appropriate tools and materials, including condition-specific information and strategies for managing chronic illness.

ELEMENT	DEFINITION	EXAMPLES OF SELF-MANAGEMENT APPROACHES
<b>Problem-Solving</b>	<p>Patients must be able to:</p> <ul style="list-style-type: none"> <li>Understand their problem(s).</li> <li>Understand proposed/possible solutions/treatments.</li> <li>Understand desirable and undesirable outcomes (including what leads to each outcome).</li> <li>Communicate the actual outcome (verbalize normal blood glucose levels, desirable foods to eat).</li> </ul>	<ul style="list-style-type: none"> <li>Give patients the opportunity to keep an online diary of their eating habits and daily exercise regimens (diary could be part of permanent medical record).</li> <li>Provide patients with a downloadable tool to keep track of diet (e.g., tool allows patients to keep track of how many times during the day they eat fruits/vegetables or even sweets).</li> </ul>
<b>Decision-Making</b>	<p>Patients must be provided sufficient information and resources to enable them to make healthy and informed decisions about their own or a family member's care.</p>	<ul style="list-style-type: none"> <li>Through an MD portal, allow patients to access/download their own medical record to make any necessary changes (e.g., charting daily blood sugars, weekly weights).</li> </ul>
<b>Resource Utilization</b>	<p>Patients should have access to culturally appropriate materials and bilingual staff, when appropriate, to enhance their knowledge about their problems and support their ability to care for themselves or a family member.</p>	<ul style="list-style-type: none"> <li>Through an MD portal, allow patients to link up or communicate with a dietician who speaks their language if they are having trouble adhering to their diet regimen.</li> <li>Provide access to an online menu patients can follow.</li> </ul>
<b>Patient/Provider Relationships</b>	<p>Providers should foster trusting relationships so that patients feel empowered to communicate often with their healthcare team.</p>	<ul style="list-style-type: none"> <li>Provide a brief (one hour) Q&amp;A session in a chat room for patients who have the same condition (e.g., NP/MD facilitates once a week/month for a diabetes support group with a different topic each session).</li> </ul>
<b>Taking Action</b>	<p>The care environment should support the development of patients' abilities to develop goals for themselves and to meet them; goals should be realistic, to help boost self-confidence.</p>	<ul style="list-style-type: none"> <li>Provide online access to their medical group, allowing patients to download information on normal lab result values with basic explanations next to them, with option to email provider with questions.</li> <li>Through an MD portal, provide a link to the patient's pharmacy for online medication refill requests and email access to pharmacists with questions.</li> </ul>
<b>Recognizing Barriers</b>	<p>Care providers must always be aware of any barriers to patient self-management, and should be prepared to intervene to help patients overcome these barriers.</p>	<ul style="list-style-type: none"> <li>Provide patients online access to their particular medical group so they are aware of any scheduled group visits.</li> </ul>



Sources: California Healthcare Foundation. Coaching Patients for Successful Self-Management video. August 2008. Available at: [www.chcf.org/topics/chronicdisease/index.cfm?itemID=133717](http://www.chcf.org/topics/chronicdisease/index.cfm?itemID=133717); Institute for Healthcare Improvement. Partnering in Self-Management Support: A Toolkit for Clinicians. May 2009. Available at: [www.newhealthpartnerships.org/provider.aspx?id=1544&ckmensenl=c580fa7b\\_12\\_56\\_1544\\_1](http://www.newhealthpartnerships.org/provider.aspx?id=1544&ckmensenl=c580fa7b_12_56_1544_1); Lorig KR, Holman HR. Self-management education: history, definition, outcomes, and mechanisms. *Ann Behav Med*; 2003.

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